

# The Missouri Public Service Commission

*Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century*

## ENERGY ASSISTANCE



If you received a shut-off notice from your utility company, please do not ignore it! Call your utility to see if you can work out a payment plan. Many utility companies have assistance programs available for its customers.

If you are unable to resolve the problem after contacting your utility provider, please contact the Missouri Public Service Commission at 1-800-392-4211.

## LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

The Low Income Home Energy Assistance Program (LI HEAP) is a federally-funded program to help eligible low income households meet their home **heating** and/or **cooling** needs.

The availability of LI HEAP assistance is not guaranteed. Applications are accepted in Community Action Agency offices throughout Missouri starting in October. Funds are limited. When applying for LI HEAP funds, you may need the following items:

- Recent copies of your utility bills.
- A recent payroll stub or other proof that shows your current gross income.
- Documentation showing income from Social Security, Unemployment Insurance, Pension Funds, Disability, etc.
- Final Utility Termination Notice (if you've received a shut-off notice from your energy company).
- Proof of present address (e.g., rent receipt, lease or deed, property tax bill).
- Proof of total members living in your household (e.g., birth certificates, school records, etc.). Social Security cards (or numbers) for all persons living in your household.
- Proof of U.S. citizenship or permanent residence.

There are 19 Missouri Community Action Agencies located throughout the state. Each agency has specific service regions. To find an agency that represents your county, please call 573-634-2926 or visit [www.communityaction.org/CAAServiceAreas.htm](http://www.communityaction.org/CAAServiceAreas.htm)



Created in 1913, the Missouri Public Service Commission (PSC) regulates over 1,000 investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **[www.psc.mo.gov](http://www.psc.mo.gov)**